



User guide eSolo web application

DOCUMENT MANAGEMENT SYSTEM



TLSccontact

A Teleperformance Company



CHAPTER

1

GETTING STARTED

This chapter describes the eDossier Solo
Web Application portal

STEP 1

You have chosen to self-upload the documents supporting your application by using the eDossier Solo solution and have been directed to the eDossier Solo Web app.

On this screen you can find the following information:

- Your TLSCONTACT reference: M+7 digits
- Your PIN: 5 digits
- The UKVI application reference (this could be a list if you are traveling in a group): GWF + 9 digits
- Link to download the app on Play Store
- Link to download the app on the App Store

The screenshot shows the eDossier Solo web application interface. At the top left is the eDossier logo. At the top right is the TLSccontact logo, with the tagline 'A Teleperformance Company'. Below the logos is a dark navigation bar containing the user ID 'M0080996', a slash, the application reference 'GWF456789123', the text 'YOUR TLSCONTACT REF: M0080996 YOUR PIN: 45744', and a link 'BACK TO APPLICANT PORTAL'. Below the navigation bar, the text 'Application: GWF456789123 (Not Yet Submitted)' is displayed. In the center, there is a 'Welcome' message: 'Please upload documents here in support of your visa application (Use the + button below) Only use the 'submit' button when you have uploaded all your documents'. Below this message is a large blue plus sign icon. At the bottom of the main content area, it says 'No documents have been submitted in support of this application yet!'. At the very bottom of the page, there are two buttons for downloading the app: 'Download on the App Store' and 'GET IT ON Google Play'. On the right side of the bottom bar, the text 'Copyright 2016 TLSccontact' is visible.

Important:

- At any time, you can switch between the Web and mobile application
- You can connect to both system simultaneously, your documents will be automatically synchronized between both systems



CHAPTER

2

START UPLOADING YOUR DOCUMENTS TO EDOSSIER SOLO

This chapter explains how to upload
your documents using the
eDossier Solo Web application

NOTE

If some of the documents that you need to provide to support your application are only available in paper format, you can use the smartphone mobile app to scan them and upload them to eDossier Solo. In that case, please refer to the *eSolo Mobile App User Guide*.

STEP 1

Click on the (+) button in order to start the upload of your documents

The screenshot shows the eDossier Solo application interface. At the top, there are logos for eDossier and TLScontakt. Below the logos, there is a dark navigation bar with the user ID M0080996 and application ID GWF456789123. The main content area displays "Application: GWF456789123 (Not Yet Submitted)" and a "Welcome" message. A large blue plus sign (+) button is visible on the left. Below it, a message states "No documents have been submitted in support of this application yet!". At the bottom, there are buttons for downloading the app from the App Store and Google Play, and a copyright notice for 2016 TLScontakt.

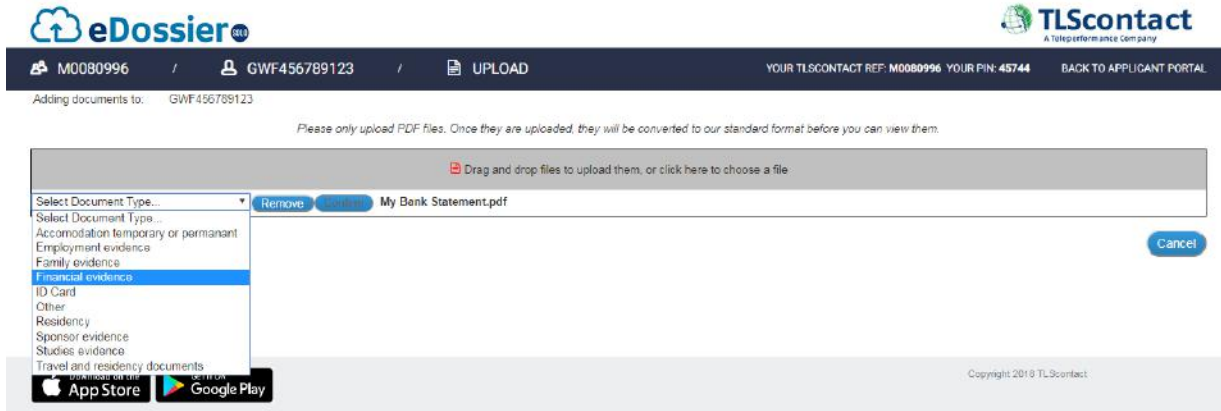
STEP 2

To upload your documents, you can either click on the grey banner in order to browse your hard drive, or simply Drag and Drop your files to the banner. Please note that only documents in pdf format are accepted.

The screenshot shows the eDossier Solo application interface during the document upload process. The navigation bar at the top includes the eDossier and TLScontakt logos, user ID M0080996, application ID GWF456789123, and an "UPLOAD" button. Below the navigation bar, there is a message: "Adding documents to: GWF456789123". A grey banner with a red document icon and the text "Drag and drop files to upload them, or click here to choose a file" is displayed. A "Cancel" button is located at the bottom right of the banner. At the bottom of the page, there are buttons for downloading the app from the App Store and Google Play, and a copyright notice for 2016 TLScontakt.

STEP 3

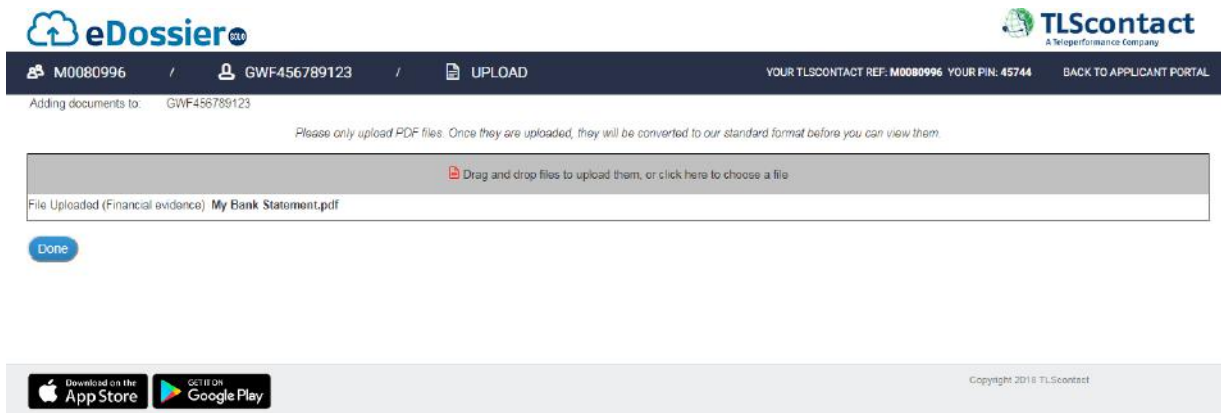
You will be asked to select the category type of document that you are adding



The screenshot shows the eDossier upload interface. At the top, there are logos for eDossier and TLScontact. Below the logos, there is a navigation bar with the text "M0080996 / GWF456789123 / UPLOAD" and "YOUR TLSCONTACT REF: M0080996 YOUR PIN: 45744 BACK TO APPLICANT PORTAL". The main area displays "Adding documents to: GWF456789123" and a message: "Please only upload PDF files. Once they are uploaded, they will be converted to our standard format before you can view them." Below this is a file upload area with a "Drag and drop files to upload them, or click here to choose a file" instruction. A dropdown menu is open, showing "Select Document Type..." with options: "Accommodation temporary or permanent", "Employment evidence", "Family evidence", "Financial evidence" (highlighted), "ID Card", "Other", "Residency", "Sponsor evidence", "Studies evidence", and "Travel and residency documents". A "Remove" button and the filename "My Bank Statement.pdf" are visible. A "Cancel" button is on the right. At the bottom, there are "Download on the App Store" and "GET IT ON Google Play" buttons, and a "Copyright 2018 TLScontact" notice.

STEP 4

Click on Done when the upload is completed

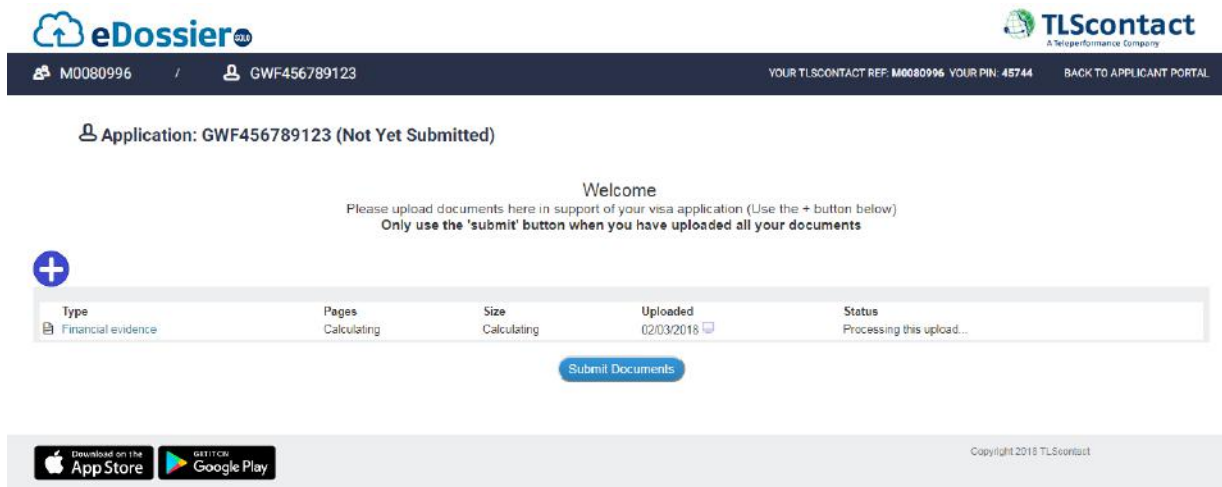


The screenshot shows the eDossier upload interface after the document has been uploaded. The navigation bar and header are the same as in Step 3. The main area displays "Adding documents to: GWF456789123" and the same message: "Please only upload PDF files. Once they are uploaded, they will be converted to our standard format before you can view them." Below this is a file upload area with a "Drag and drop files to upload them, or click here to choose a file" instruction. The filename "File Uploaded (Financial evidence) My Bank Statement.pdf" is displayed. A "Done" button is visible. At the bottom, there are "Download on the App Store" and "GET IT ON Google Play" buttons, and a "Copyright 2018 TLScontact" notice.

STEP 5

After the upload is completed, you will see the document appearing in the list. To fit the UKVI decision making standards, your document will be automatically converted into black and white. The status of the document is changed to ***“Processing this upload”*** and you will not be able to open it until the conversion completion.

You can in the meantime continue the upload of your other supporting documents.



The screenshot displays the eDossier application interface. At the top, the eDossier logo is on the left, and the TLScontact logo (A Teleperformance Company) is on the right. Below the logos, a dark navigation bar contains the user ID 'M0080996 / GWF456789123', the reference 'YOUR TLSCONTACT REF: M0080996 YOUR PIN: 45744', and a 'BACK TO APPLICANT PORTAL' link. The main content area shows the application ID 'Application: GWF456789123 (Not Yet Submitted)'. A 'Welcome' message instructs the user to upload documents and use the 'submit' button after all documents are uploaded. A table lists the uploaded document 'Financial evidence' with a status of 'Processing this upload...'. A 'Submit Documents' button is visible below the table. At the bottom, there are links to download the app on the App Store and Google Play, and a copyright notice for 2018 TLScontact.

eDossier **TLScontact**
A Teleperformance Company

M0080996 / GWF456789123 YOUR TLSCONTACT REF: M0080996 YOUR PIN: 45744 BACK TO APPLICANT PORTAL

Application: GWF456789123 (Not Yet Submitted)

Welcome
Please upload documents here in support of your visa application (Use the + button below)
Only use the 'submit' button when you have uploaded all your documents

+
Type Pages Size Uploaded Status
Financial evidence Calculating Calculating 02/03/2018 Processing this upload...

Submit Documents

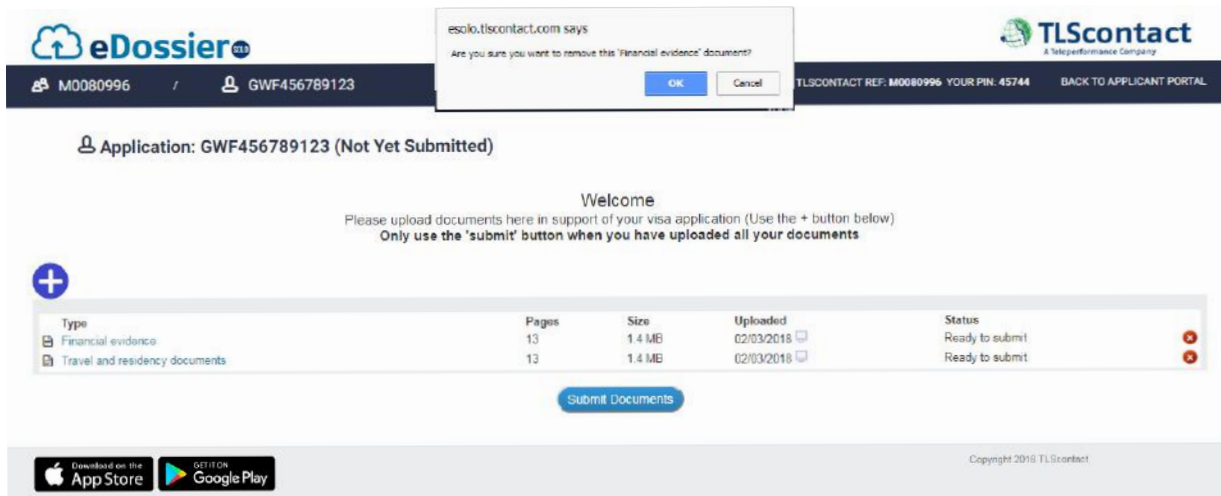
Download on the App Store GET IT ON Google Play Copyright 2018 TLScontact

STEP 6

Once conversion completed, you are now able to open the document in order to preview it. Click on the document to open it within your web browser or any pdf reader.

STEP 7

If you are not happy with the quality or have made any mistakes, you can always delete the uploaded document by clicking on the (X) button.



The screenshot shows the eDossier application portal. At the top, there is a navigation bar with the eDossier logo on the left and the TLScontact logo on the right. The navigation bar also contains the user ID 'M0080996' and the application ID 'GWF456789123'. A modal dialog box is open in the center, asking for confirmation to remove a document. Below the navigation bar, the application status is shown as 'Application: GWF456789123 (Not Yet Submitted)'. A 'Welcome' message follows, instructing the user to upload documents. Below this, there is a table of uploaded documents. The table has columns for Type, Pages, Size, Uploaded, and Status. Two documents are listed: 'Financial evidence' and 'Travel and residency documents'. Both are 13 pages and 1.4 MB, uploaded on 02/03/2018, and are in 'Ready to submit' status. A 'Submit Documents' button is located below the table. At the bottom of the page, there are links to download the app from the App Store and Google Play, and a copyright notice for 2018 TLScontact.

esolo.tlscontact.com says
Are you sure you want to remove this 'financial evidence' document?

OK Cancel

TLSCONTACT REF: M0080996 YOUR PIN: 45744 BACK TO APPLICANT PORTAL

Application: GWF456789123 (Not Yet Submitted)

Welcome
Please upload documents here in support of your visa application (Use the + button below)
Only use the 'submit' button when you have uploaded all your documents

Type	Pages	Size	Uploaded	Status
Financial evidence	13	1.4 MB	02/03/2018	Ready to submit
Travel and residency documents	13	1.4 MB	02/03/2018	Ready to submit

Submit Documents

Download on the App Store GET IT ON Google Play

Copyright 2018 TLScontact

STEP 8

If you are happy with the list of the documents, you have provided and do not wish to add any more documents to your application you can press the **Submit Documents** button.

Important:

Once you have pressed the submitted button, you will not be able to go back or add any more document to your application!

The screenshot shows the eDossier application interface. At the top, there is a dark blue header with the eDossier logo on the left and the TLScontact logo on the right. Below the header, a dark blue navigation bar contains the application ID 'MD080996' and 'GWF456789123'. A central white dialog box with a grey border displays the message: 'esolo.tlscontact.com says: Are you sure you want to submit this application? YOU CANNOT SUBMIT ANY MORE DOCUMENTS'. Below the dialog box, the application title 'Application: GWF456789123 (Not Yet Submitted)' is visible. The main content area features a 'Welcome' message and instructions: 'Please upload documents here in support of your visa application (Use the + button below) Only use the 'submit' button when you have uploaded all your documents'. Below this is a table of uploaded documents:

Type	Pages	Size	Uploaded	Status
Financial evidence	13	1.4 MB	02/03/2018	Ready to submit
Travel and residency documents	13	1.4 MB	02/03/2018	Ready to submit

Below the table is a blue 'Submit Documents' button. At the bottom of the page, there are links to download the app on the App Store and Google Play, and a copyright notice for 2018 TLScontact.

STEP 9

Once your application is submitted, the Status will be changed to “Accepted”.

Important: The “Submit document” button will only submit the application you are working on. If you are applying for a group, you will have to repeat this step for each application within your group.



M0080996

GWF456789123

YOUR TLSCONTACT REF: M0080996 YOUR PIN: 45744 [BACK TO APPLICANT PORTAL](#)

Application: GWF456789123 (All documents accepted)

Your documents have been received successfully. After your VAC appointment they will be forwarded to the UK Government for inspection.
There is no further action for you to take on this site.

Type	Pages	Size	Uploaded	Status
Financial evidence	13	1.4 MB	02/03/2018	Accepted
Sponsor evidence	41	4.6 MB	02/03/2018	Accepted
Travel and residency documents	13	1.4 MB	02/03/2018	Accepted



Copyright 2018 TLScontact

Congratulation,
you have successfully uploaded
your documentation using
the eSolo web application!